

MODEL	CHASSIS	KEYWORD	SYMPTOM	CURE
A19A20D	GA1	Power Supply	Unit keeps on blowing the main line fuse FX4301 opens as soon as power is attached to the unit	Unit had defective DX3409, DX3408, DX3407, AND DX3406. All diodes shorted in power supply. Replacing diodes returned the set to normal operation.
A25A11D	GA	Audio	Unit has low audio when adjusted to max volume	replace r833 and R853 with 1.2k ohms
A27A12D	GA	Audio	Unit has low audio when adjusted to max volume	replace r833 and R853 with 1.2k ohms
A27A23W	GA	vertical	Zenith A27A23W Unit. Unit has an intermittent loss of vertical sync during specific scenes that have explosions or bright flashes in the screen.	A cap need to be changed at ICX2200 pin 39 from a 10 mfd to a 1 mfd. This is the video input to this IC and too much capacity was chosen for this input
A27B35W	GA2	Bright screen	Unit has bright screen with retrace lines. Unit only has 56 volts at the cathode of the CRT. Monitoring the voltage at CX3296(+) we found only 61 volts.	Checking the source of the 200 vdc B+ we found that R3277 a 2.2 1/2 watt ohm resistor was open. It was replaced where it promptly open even though ther was no apparent shorts on it's cathode. Diode DX3287 pn# 103-326A was replaced even when it checked good, along with the resistor and everything was restored to normal.
A27B35W	GA2	Retrace lines	Unit has heavy retrace lines then shuts down Unit only has 44 volts at the cathode of the CRT. CX3296(+) had only 77 volts.	Looking at CX3296 on the top of board there was some staining around the capacitor. It's ESR was over 1000 ohms. In otherwords open. Replacing CX3277 corrected the symptom. 10 mdf @ 250 vdc
A56M91W	GZ	convergence	Unit has slight convergegence mis alingnment. Tech calling in to find out how to get into the dynamic convergence alignment mode.	Tech needs to hold the menu button down and when the screen changes after 4 to 6 second press 9999 the Enter. It will now be in the Dynamic Convergence setup mode.
B27A24Z5	CA	Regulation	Unit has narrow raster with blooming if a bright screen appears or one operates the Brightness control.	Regulated B+ not very stsable. Ranges from 130 volts to 103 volts. Replace CX3416 primary side of smps
B27B40Z	CB	PIP	Loss of pip for sets made weeks 25-32 of 1999	Order a new pip module 9-2110 Or repair it by rerouting the grounding as per instructions
B50M88W	ZP88	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
B50M88W	ZP88	shut down	This is a B-line projection set (made by Hitachi) if set cycles on/off when plugged in, look at the 32vdc led for the audio supply if not lit with the rest of the leds	Check IC401 pin 9 Vcc for shorted condition also check E997 fuse for a open replace IC401
B50M88WA	ZP88	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
C32A24T	CA	Vertical sync	When playing a video or a DVD in the composite or S-video input the set will loose vertical during a high brightness display. Like when an explosion is being played back	Problem can be seen at C2224(minus side) The luminance is compressed during the high white portions of the picture. When freezing the DVD during the explosion scene video and sync flatten. Where at C2224(+) side the video is not compressed. Replacement of C2224 a 1mfd@35vdc cured the trouble.
H2733DT	GXC	Remote	poor short distance operation of remote caused by energy efficient lighting.	Replace I.R. receiver with p# 162-00041
H3241DT	GXC	Auxillery Inputs	Computer input not working	make sure that plug 9P4 is plugged into scan converter Circuit board and not the R.F. module check service menu item 14 is set to 1

H3246DT	CS	cycling on an off	Unit would cycle on/off for 15 min or so and stay for the rest of the day. This symptom would only occur when set was cold.	Replace C4103 with a 22-07759-30
IQ3557CC	GX	dead	IQ3557CC. Unit is dead	Needs the power deflection module. 9-1673-01
IQ5270DT	C8	Remote	Zenith IQ5270DT. Does not respond to any functions from remote.	Replacement module not in correct vendor mode. Stuck in factory mode.
IQB27B44W	CB	shut down	CB Chassis set and in models intermittent shutdown problems	Replace bead Inductor TX3415 with new part number 149-549
IQB32B42W	CB	shut down	CB Chassis set and in models intermittent shutdown problems	Replace bead Inductor TX3415 with new part number 149-549
IQB32B44	CB	shut down	CB Chassis set and in models intermittent shutdown problems	Replace bead Inductor TX3415 with new part number 149-549
IQB36B42W	CB	shut down	CB Chassis set and in models intermittent shutdown problems	Replace bead Inductor TX3415 with new part number 149-549
IQB50M90W	ZP90	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
IQB50M92w	ZP90	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
IQB55M90W	ZP90	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
IQB55M92W	ZP90	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
IQB56W10G	ND-991A	Auxillary Inputs	When using a DVD player the customer may complain of a ghosting on trailing edges of some items	Tech needs to enter the service mode and change the change C-trap to 0
IQB60M90W	ZP90	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
IQB60M90W A	ZP90	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
IQB60M92W	ZP88	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
IQB64W10W,	ND-991A	Auxillary Inputs	When using a DVD player the customer may complain of a ghosting on trailing edges of some items	Tech needs to enter the service mode and change the change C-trap to 0
PV4660VK	C8	Horizontal smear	Projection Television. Unit has red and blue horizontal smear Like a comet tail. CRT's replace just less than 1 year ago which corrected the fault.	Appears the tubes may be bad again. Unit runs about 18 hours a day every day. This puts a lot hours on these tubes. These tubes will run about 2000 hours then begin burning phosphor, and requiring more drive to produce the same amount of light. As long as the G2 voltage maintains the same voltage throughout the tube life, the flare should not occur This is not an unusual situation
PV4663RK	C8	Colored Spots	PV4663RK...yellow spot on lower right hand side of screen. Tubes changed earlier in year for same trouble	Tech wondering what else would cause this defect. I asked if any video games are played on this TV. Yes there is. Removal of screen and viewing inside lens of CRT shows a burned square in the blue CRT.

PV4663RK	C8	Raster	Unit fades to black with a no raster symptom then will fade back on	This condition took about 40 seconds for the picture to completely disappear. The problem was a loose filament supply for the CRT's on the Deflection/ power supply board.
PVR4660	C8	Dead	Unit is dead. Deflection board 9-1302-07 is burned around the flyback transformer area.	The tech will have to replace the flyback or board. It is more economical to replace the deflection board assembly.
PVR4663RK	C8	convergence	This television has no convergence correction. Missing 16vdc at connector 7C3 pin 6.	replace RX3210(open) and CR3206 (shorted)
PVY4665RK	GZP	menu	PVY4665RK. After setting the convergence the "STAR" button was hit accidentally instead of "QUIT" . Once this was done tech could not get into the tech menu to set convergence again. All normal key entries do not gain access to the convergence	In order for the tech to gain access t the tech menu again the tech must push "SURF", "TV", "QUIT". Then access can be made to gain access to the tech menu through normal means.
PVY4665RK	GZ	Star Site / GemStar	PVY4665RK serial 621-15451192. Customer had subscribed to StarSight whereas the TV had the StarSight decoder built in to allow the viewing of a type of TV Guide information. The customer has now discontinued the servvice, but cannot keep the clock from reverting to Eastern time After the clock reaches 11:59PM the set will indicate 3:00 AM automatically.	Customer needs to turn off the StarSight function. In the clock ment the customer needs to set the Time to Pacific time, and turn auto clock to "OFF" Reset the time. I had tech try setting the clock to 11:59 PM and wait for a few minutes and see if the clock reads the correct time after these few minutes after 11:59 pm. The clock did indicate 1:03 am and appeared that it will operate normally. The tech will put in the correct time and will call customer tommorrow.
PVY5265	GZ	convergence	Dark Raster, top looks like rainbow.no video, no OSD, slick raster with three (R, G, B) bowed lines across the top of screen.	open resistor, R3243 (100k, 1/2w) located just behind the HOT, under a larger power resistor.
PVY5265	GZP	convergence	Tech changed main module and now has to completely adjust convergence and other adjustment on chassis	Tech looking for a quicker way to do these adjustments. Recommend the tech remove the CPU and EPROM module from board assembly and install the old original CPU and EPROM on main module. The memory is still retained in the old EPROM and can be easily transferred by removing old the microprocessor board and installing it to the new board.
PVY5265	GZ	CRT leaking	Blue CRT leaking coolant on main deflection board	Unit will need replacement Blue CRT and main circuit board
PVY5265	GZ	No Video	Unit has no video, no OSD, and a slick rasterwith an Red Green and blue horizontal lines at the top of the screen	Unit has an open R3242 100K 1/2 watt resistor located behind behind the flyback under a Large power resistior.
PVY5265	GZ	Smeared video	Unit has smeary blue registration and tracking. Blue CRT is the only one with the defect. Moving the Green socket to the blue CRT give a clear blue registration.	The set also had smeary blue which had the (very common) open R5103 120K resistor on the blue CRT board. This condition could happen on any ane of the CRT boards.
PVY5265RK	GZ	raster	PVY5265RK Unit has no raster. When the G2 is rasied up the CRT will illuminate with 2 horizontal lines near the center of the picture	When monitoring the B+'s on the deflection board it was discovered all the supplies are normal. But after checking the input for vertical drive to the deflection board on connector 3G2(2) we found no vertical drive. This should be a 5 volt p eak to peak narrow pulse at 16.6666 ms. Tech will have to replace the 9-1713 module. This module only comes with all the all of the daughter boards attached.
PVY5265RK	GZ	tuning	PV5265RK Unit looses the tuning of several channels. Extremely intermittent	Suggest the tech replace the main CBA 009

RB50M88WA	ZP90	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
RB60M90W	ZP90	OSD	Random characters appear in OSD when adjusting the volume controls and possibly under other conditions.	Install software upgrade kit part number 800-01210 this includes a EPROM main CPU and OSD CPU
SD2735	DIGITAL	retrace lines	Unit has colored retrace lines at the top of the picture.	These are not retrace lines, but the Auto CRT Bias pulses. There is a Capacitor that needs to be removed from the 9-605 module to correct this problem .REMOVE C2113 LOCATED NEXT TO 3K4 CONNECTOR. IF capacitor is removed the condition stops.
SD2789	B3	Audio	SD2769 . Unit has audio but audio gets distorted when the volume is in the higher range. Seems to mute the audio on voice peaks Power supply voltage	Problem not in audio circuit, problem in Power Supply module. Replace Power supply and restored normal operation. I was able to help Shop tech on the repair of this unit. It is a 1983 model television. Unit had power supply defect causing the 26 vdc supply to be only 11 vdc. The tech needs to check the filter capacitors in the stand by power supply.
SD2789	B3	Audio	SD2769 . Unit has audio but audio gets distorted when the volume is in the higher range. Seems to mute the audio on voice peaks Power supply voltage	Problem not in audio circuit, problem in Power Supply module. Replace Power supply and restored normal operation. I was able to help Shop tech on the repair of this unit. It is a 1983 model television. Unit had power supply defect causing the 26 vdc supply to be only 11 vdc. The tech needs to check the filter capacitors in the stand by power supply.
SG5245Y	C1	will not turn on	Unit won't fire up. B+ is ok ,12 v standby ok.. Pressing switch nothing happens. model no SG5245y. chassis no 9-592-4. SMPS seems to be working ok.	CX3439 a 4.7mfd @ 35 vdc was open.
SJ2722LK	C2	Missing color	SJ2722LK5 serial 381-16091450 Unit has no blue on the CRT face place. Jumping all three CRT cathodes together will not achieve a B/W picture	This set has a defective CRTA68ACT07X
SL2722LK	C2	arcing	SL2722LK 381-22302030 The television was dead but when the tech installed the Main deflection board the Tube violently arced over and took out the Main module again	.Tech will need to replace the main module and the CRT A68ACT00X Note: It has been discovered the cause of the arcing has been attributed to the Dag coating coming off inside the picture tube. This coating is conductive and if it migrates to the neck off the tube it will cause cause arcing back through the low level video drive circuits.
SL2722RK	C2	arcing	SL2722LK Arcing in the Neck of CRT at turn on. Also no green	Whit the arcing symptom it will be necessary to replace the CRT A68ACT00X Note: It has been discovered the cause of the arcing has been attributed to the Dag coating coming off inside the picture tube. This coating is conductive and if it migrates to the neck off the tube it will cause cause arcing back through the low level video drive circuits.
SL2743LK	C8	Missing color	SL2743LK no serial . Unit has no Blue or red. Also the tube is dark	Checking the cathodes of the Set will need a new CRT A68ADG00XX
SL2784BT	C8	Poor B/W tracking	SL2784BT black and white tracking of off. Shorting the cathode	Unit will need CRT # A68AGD00xzx
SM2722RK	C10	Missing color	SM2722RK serial 481-22515088. Unit has no green Shorting all three CRT cathodes will not achieve a black and white picture	TV needs replacement CRT A68ACT00X

SM2745MK	C8	RGB (only missing 1)	The set will have a haze to the picture that will mimic a defective CRT. In this case the picture was a Red haze on the screen. Could not achieve good black and white tracking.	In this case the tube was replaced but the symptom remained the same. If a crosshatch pattern were put on the screen the vertical lines would be absent. Suggest the tech check the following resistors; R5110, R5111, R5112 all 120K ohm 1/2 watt. Replacing them corrected the symptom
SM2745MK8	C8	No Highvoltage	Unit had no high voltage and would not turn on at all. After the main and power/deflection modules were replaced the set still would not turn on but a distinctive "click" was heard that was not present before.	I had tech check the B+ at the horizontal output transistor which was fine. I then had tech inspect both boards had all the connectors filled. After inspecting the top side of the board and checking the foils side of the board it was discovered the connections to the base of the Horizontal output was not touching the foil. Resoldering this connection corrected this television.
SM2789BT	C8	Focus	SM2789BT8 serial 421-00327074 Blurry picture when adjusting the focus the brightness will fluctuate	Unit has defective CRT A68ADG00XX
SMS1935S	C6	dead	SMS1935S. Unit is dead. Main module has shorted Horizontal output transistor.	Suggest the Main board be replaced ... 009-01244
SR2738RK	C11	arcing	SR2738RK 581-46173214 Unit is arcing in the neck and caused the main deflection to fail.	CRT A68AGD00XX is defective also the main board Note: It has been discovered the cause of the arcing has been attributed to the Dag coating coming off inside the picture tube. This coating is conductive and if it migrates to the neck off the tube it will cause cause arcing back through the low level video drive circuits.
SR2738RK	C11	Picture Washed out	Poor washed out pix, "Milky". . Looks like bad CRT at first.	RX3237 had increased in resistance from 2.2 to 4 ohms. Causing the Filament voltage to be about 2 volts. Replacing the device with the a new 2.2 at 3 watt corrected the symptom. Thanks to Bill Arnold, Mantecia, Cal.
SR2773DT	C11	purity	SR2573DT Serial 522-62390044 Unit has a loose shadow mask Tube was replaced 3 months ago.	This tube will be under warranty. A63ACT001X
SS2733LK	C11	Missing color	SS2733LK 481-23081115 Unit will not produce blue on the CRT face place. Jumping all three CRT cathodes together will not achieve a B/W picture Just a pink picture.	Unit has a defective CRT A68ACT00X
SY2522RK	GX	raster	SY2722RK serial # 681-32431171 Unit has a green raster.	The video outputs were replaced 2SC5147 original number. Parts sent out a 2SC3229
SY2549	GX	Poor B/W tracking	SY2549S serial 721-42250498 Unit has poor black and white tracking Tech calling in for CRT replacement.	Asked tech to check all the voltages at the CRT socket. All voltages are within normal constraints with the exception of the G1 voltage at the CRT which was at 130 vdc instead of 18 vdc. Unit had a open Q2205
SY2588S	GX	Audio	Unit has intermittent audio loss in 1 channel.	Recommend to replace the audio MTS decoder board. Replacement of the MTS board corrected fault. PN# 9-1589-01.
SY2768	GX	Dead	Dead set! Fuse FX3402 open or opens when main module is replaced.	On jack pack look for a shorted IC804 check between pin 9 and ground if resistance is low or 0 ohms replace IC804
SY2768	GX	no startup	Units using the 9-1583 & 9-1612 Series modules possible no start up of power supplies at low temperatures:	Replace RX3299 62 ohm resistor with a 47 ohm 1/2 watt resistor
SY2768	GX	OSD	Symptom: customer menu breaks up or tears set turns off within 30 sec set turn on but will turn off if given a command from either keyboard or remote.	Replace D6003 on main module

SY2788DT	GZ	purity	SY2788DT serial Unit has a sever purity distortion on the left side of the screen.	Tech did not elaborate about the type of video that he saw on the screen. Whether it has bright areas of the screen or if it was not related to high brightness conditions. Tech is asking for CRT replacement approval.
SY2788DT	GX	tuning	SY2788DT. Unit looses AFT lock on channels 16, 42, 48, & 55. Customer is on CATV	Problem is caused by the setting of AFT hold parameter is not high enough. The parameter has a range of 1 through 7. This set had to be placed on 7 in order for it to correctly tune these no standard signals
SY2788DT	GX	tuning	SY2788DT /unit does not have proper AFT correction . Unit is running into a AFT search instead of locking into the channel immediately.	Tech had to get into the factory menu mode and setup the AFC and Band settings.
SY3288DT	GZ	Raster	The set had good sound and no raster or OSD. Has high voltage and deflection. Unit will get full raster if G2 is increased	R3234 a 110k resistor off pin3 of the ihvt was open.
Z20A11	GZ	shut down	Z20A11 Unit will not turn on. Unit will shut down immediately	Checking the out vertical output we found that we did not have any vertical output. Only a horizontal line across the screen. The tech needs to check the power supply voltages at the power inputs of ICX2200 Pins 9, 26, 46, & 48, It was discovered that we only had 9 volts on pin 26. Pins9, 46 & 48 were low. Checking the 9 volt switched supply we found the 15 volt switched supply was OK on IC3441(IN) but nothing at the o IC3441(OUT) It should have been the SW9 volts supply. Defective IC3441 221-166-09
Z20A21D	GA	Audio	Zenith Z20A21D. Unit has no audio. All boards are repair only items. Boards must be serviced to component level.	Unit has several problems in the configuration mode. Level was set to 1 when it should be at 2. Also 25 C Type of chassis was at 0 when it should have been at 5. Resetting the parameters corrected the fault.
Z25A02G	GA	Audio	Zenith Z25A02G serial # 821-23020089. Unit has raspy buzz in audio when receiving specific television stations	Buzz or impulse noise is coincident to the VITS/VIR signals that are broadcast in the vertical blanking interval. At the instant of the impulse noise there is a pulse on or near Line 17 ~ 21 of the composite video measured at Q1203(E) The problem was C121
Z25A11S	GA	Audio	Customer complained about the low level audio from speakers. Cannot get high enough audio from set.	I had tech get into alignment parameter 14 and increase level from 42 to 58. This is used for the composite audio level adjustment. The audio output is only 1 watt per channel, not a power house. It should not be expected to have a big sound from these low output devices.
Z25A11S	GA	tuning	All television using modules 9-1789, 9-1790, 9-1827, 9-1829,9-1831, 9-1832, 9-1833 and after replacing the original 175-2721 tuner with a new 175-2721 tuner and the picture is snowy or black	Change RX3417 from 680ohm to 220ohm 1/2 watt the new tuners have slightly different operational parameters in the AGC circuit.
Z27X22D	GZ	arcing	Z27X22D 721-45467024. Unit has an arcing in the neck of the CRT. Shorted the video output drivers.	Unit will need the CRT A68AGD02X ----Note: It has been discovered the cause of the arcing has been attributed to the Dag coating coming off inside the picture tube. This coating is conductive and if it migrates to the neck off the tube it will cause cause arcing back through the low level video drive circuits.

Z27X22D		Raster missing	I had a dark screen only when I use the tuner input, no screen or speaker noise of any kind. Everything else in the TV worked just fine like input from the A/V jacks, OSD, menu etc... Tuner voltages were fine too. I suspected the tuner and replaced it...big mistake ! That did not solve the problem. So I went back to basics and started taking voltage measurements.	To my surprise, I found that video processing ICX2200 marked TA1242N had very low voltages all over its pins ! I checked the B+ to the IC and it was zero ! That basically solved the problem. I traced that B+ back and found C1233 470uf/10v leaky. I replaced it with a 470uf/16v (I thought a 10v cap is too low to filter a 9v supply). However that did not bring the voltage back. I tested L1208 which is connected to C1233 and to the 9v regulator IC3441 and it was open ! I forgot to mention that my first test was actually on that 9v regulator which was fine. I bridged L1208 with a very low value resistor just for testing and viola !! Thanks for all the help :) Bill
Z27X22D	GX	retrace lines	Z27X22D Unit has excessive green screen with retrace lines. Tech calling in for CRT approval.	I had tech check the Q5102 and compare reading to te other two transistors Q5101, Q5103. Q5102 has a F/B reading on 0.1 on a fluke 77 meter in the diode mode. This reading indicates the transistor is leaky and does not have the typical 0.6xx F/B reading like the other transistors. Tech replaced the Q5102 but still had green screen with retrace lines. After checking the three RGB drive signals The tech found the R & B drives at connector 2C5(1&3) had 2.2 volts on them where as 2C5(2) had 3.7 vdc. Measuring the RGB output pins of ICX2200(19,20,21) had all the same voltages on them. Each of these test points should be the same voltage if a all snow pix is displayed. Unit also had a open Q2205
Z32X31D	GZ	Dead	NO RELAY CLICK. Checking RX3407= 47-1W, RX3408= 22-1/2W, QX3401= 121-1348 all defective	Suggest also replacing CX3413(22/63V), CX3416(100/25V), RX3404(180K-1/2W) along with the regulator STR53041
Z32X31D	GX	shutdown	Z27X22D Unit has a symptom of a pulsing picture. Unit has an intermittent symptom of loosiong horizontal sweep then the picture goes dark then on again. Unit will not stay on long enough for 1 complete field to be displayed. Tech monitors the Horizontal output B+ and finds it fluctuated from 130 volts. Horizontal Driver	The power supply is stable. Unit has had a defective CPU ICX6000.
Z32X31D	GX	system control	Zenith Z32X31D. Unit stuck in the wrong level mode, and cannot adjust the	Set to Level 1 Zenith label and set the vertical parameter 11 from 35 to 40
Z32X31D	GX	Dead	Unit has no life at all. We have had several of these all having no power / no click from the ON/OFF relay or the Degaussing Relay	Using STR53041 Regulator Always replace: CX3413 = 22mf 63V, CX3416 = 100mf, 25V, RX3404 180k (use 1/2W). Also check: RX3407 = 47 ohm,1W, Rx3408 22 ohm, 1/2W QX3401 121-1348 (use ECG184 or one of many other transistors with similar spec's listed in the ECG guide under TO-220 and TO-220J case styles 4 only (A 1Amp rating is required). If that doesn't do it replace ICX3431 - STR53041.
Z36X31D	GX	Dead	Zenith SY2518RK. Unit was dead. Tech replace the main module, a 9-1584 and now has no audio	This module will not allow the tech to change the level settings to Level (2) when the Factory mode is turned on and the Jumper is on 4G3 pins 3 and 4. This chassis requires the module to be set to Level (2)
Z36X31D	GX	Dead	Zenith SY2518RK. Unit was dead. Tech replace the main module, a 9-1584 and now has no audio	This module will not allow the tech to change the level settings to Level (2) when the Factory mode is turned on and the Jumper is on 4G3 pins 3 and 4. This chassis requires the module to be set to Level (2)

Z36X31D	GX	system control	Zenith Z36X31D Unit will not turn off, unit is always on. A 9-1813N was replaced for a dead set symptom.	Cannot set the level adjustment to level 2. Unit only has level 0 and 1. This may only be a minor problem. I had tech go into the tech menu and set the Factory mode to 1. And look at the parameter of A.C on/off feature. It was set to "0". This feature needs to be set at "1". It is used only when the television is switched on and off by an external AC switched source.
Z48Z83D	GZ	no turn on	Z48Z83D Unit will not turn. Tech replaced power supply/deflection and signal modules but still cannot get the set to turn on.	Was it happening when the power is turned on is the set is trying to turn on, It has B+ and Drive at the horizontal output transistor but the power supply is going into over current shut down. Suggest the tech remove the high voltage lead from the HV block and stick the high voltage end of it in a glass coke bottle or equivalent to prevent it from arcing to strategic areas on the chassis. We found that high voltage returned. Unit has a defective HV block. A-17196-05
Z60Z83D	GZ	convergence	Z60Z83D 781-16351245 Unit was way out of convergence. Replacing the Convergence output & Convergence power supply module did not correct the symptom. Instead R4163 & R4160 burned open again.	R4163 and R4160 are burned. These resistors are in the B+ supply for the convergence output supply. An over current situation must have occurred in order to burn these devices out. Since the convergence output board and convergence power supply are new, and the new resistors are burning up the only thing that makes sense is that one of the sub deflection yokes (convergence yokes) may be damaged causing this over current situation to exist. Suggest the tech measure the DC resistance of all the windings in the sub deflection circuit. All like windings should measure the same exact resistance. All vertical windings should measure the same and so should the horizontal.
Z60Z83D	GZ	PIP	Z60Z83D unit has no chroma in the PIP mode. Unit functioned fine up until the signal module was replaced. Now after 1 year the customer noticed the PIP has no chroma. Customer never used before this time.	Tech needs to order the PIP module.
ZB2797P	Digital	no audio no video	no audio or video, normal raster also you can view the customer's menu but not the service menu	Replace IC3 on the ZCU BD